

RFP for Office VoIP Telephone/Unified Communication System – Q & A – Part 2

Are the original proposals then rejected and this is a new process or will the original proposals submitted still be accepted? **We have not rejected the proposals from the first RFP. We will evaluate them against the 2nd round of proposals.**

In this RFP it states 'due to the lack of "hosted" options and quality of the handsets being proposed.' how many proposals do you need to review and how many did you receive on the first RFP response? **The city received responses from 14 vendors with a variety of options and product types. There is not a required number that we must receive. The IT Committee opted to run a second RFP to see if other vendors were available that didn't submit on the first round.**

Integrations Question per Section 4 – Do you plan on using a cloud based software such as Microsoft Office365? **No** If so, are there any requirement to integrate in to Skype for Business or other softphone requirements? **N/A**

What type of managed switches will Cottonwood Heights be using – Make, Model and Manufacturers Part Number if available? **TBD (To be determined at a later time)**

Is the voice network separate from the data network? Hardware or VLAN? **Not sure, yet. Provide costs for different options.**

Do you want a physical separate voice and data network? **Not sure, yet. Provide costs for different options.**

Do you have an internal IT team or is this outsourced? **Internal IT Team**

Redundancy/Disaster Recovery, do you require a solution that meets this need and if so can you share your disaster recovery plan for this quotation? **No**

Paging – Do you have any paging requirements, if so what would the requirements be? **We do not have any staff that carries pagers that we are aware of. All external communications are through cell phones. As far as we know, pages currently go to the phones themselves, not any overhead speakers. We are assuming it will be the same in the new building.**

Page 2 Desired Capabilities of the System asks to "Provide the ability to export the storage of Phone Calls, Voicemail, Faxes and IM to one of our existing storage devices." Can you explain what you envision to export the storage of Phone Calls, Voicemail, Faxes, IM's? I have not seen in the RFP anything regarding IM and we are not clear on your vision on how to export the storage of phone calls. **We wish to have the capability to save voicemails, faxes, etc. on storage devices such as USB flash drive.**

In the RFP you have stated, "For the evaluation process, please provide responses to the following (15 pages maximum)." Does this include brochures in the 15 total allowed pages? **It is 15 total maximum. If you want to include a pamphlet those pages will count as part of the 15 pages.**

Are you planning on daisy chaining your PC or will they have their own dedicated Cat 6 drop? If you are daisy chaining, you will probably want GB phones, not 10/100. You should quote prices both ways. With voice and data separate and 10/100 phones, and with voice and data combined, gigabit phones daisy chained with the computers.